

PATENT
75.0001

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Andy Lee et al.

Serial No: 09/826,121

Filed: April 4, 2001

For: METHOD, SYSTEM, AND PROGRAM
FOR CUSTOMER SERVICE AND
SUPPORT MANAGEMENTExaminer: J. Corrielus
Art Unit: 2172RECEIVED
CENTRAL FAX CENTER
SEP 17 2004AMENDMENTMail Stop Non-Fee Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action dated May 17, 2004, in connection with the above-identified application, the time of response being extended 1-month to September 17, 2004 by the accompanying petition and fee authorization, please enter and consider the following amendment and remarks.

Amendments to the Claims are reflected in the listing of claims, which begins on page 2 of this paper.

Remarks/Arguments begin on page 14 of this paper.

I hereby certify that this correspondence is being facsimile transmitted to the
United States Patent and Trademark Office Fax No. (703) 872-9306:

9/17/04	Richard Yoon, 42,247	Richard Yoon	9/17/04
Date of facsimile	Applicant, Assignee, or Registered Re.	Signature	Date